



State of Louisiana
Department of Health and Hospitals
Bureau of Health Services Financing

August 28, 2012

MEMORANDUM

TO: OCDD Contract Support Coordination Agencies

OAAS Support Coordination Agencies

Service Provider Agencies for the New Opportunities Waiver, Children's Choice Waiver, Supports Waiver, Residential Options Waiver, Community Choices Waiver, and Long-Term Personal Care Services

FROM: Ruth Kennedy, Medicaid Director

Hugh Eley, OAAS Assistant Secretary

Laura Brackin, OCDD Assistant Secretary

RE: Hurricane Isaac

The Department is issuing this memorandum to inform support coordination agencies and service providers of the following policy/procedure changes for services provided to participants impacted by Hurricane Isaac:

- To assure the health and safety of participants, agencies providing direct support services to participants affected by and/or displaced by Hurricane Isaac should continue to provide services without interruption. If the provider is unable to provide these services, the provider must document the reason and notify the participant's support coordinator, regional office, or for LTPCS-only participants, Xerox.
- Services may be provided in whatever state or parish to which the participant is displaced or evacuated until September 2, 2012.
- Any rule prohibiting direct support staff from providing services in the home of the worker is waived for the period August 27 - September 2, 2012. Where such a rule exists, any request to continue providing community-based services in the home of the worker after this time period will need to be approved on an individual basis by the OCDD or OAAS regional office prior to payment.

- Prior authorization is not waived. However, if justified, participants may be authorized to receive services greater than those identified in their current approved plan of care up to the maximum amount allowed the participant as determined by the program rules. Support coordinators or Xerox will review all requests for consistency with known information about the participant. All services must be documented in accordance with program requirements. In all instances, documentation must be sufficient to substantiate the need for and delivery of all services. Providers may not seek reimbursement for services in excess of program limits (i.e., waiver daily cost caps or maximum LTPCS hours).

Support coordinators must immediately contact self-direction participants to inform them of the above policy and document such contact in the case notes.

Should you have any questions, please contact:

- **For OCDD Direct Service Providers:** Paul Rhorer at 225-342-8804 or via email at Paul.Rhorer@LA.GOV
- **For OCDD Support Coordinators:** Teresa Frank at 225-342-8762 or via email at Teresa.Frank@LA.GOV
- **For OAAS Direct Service Providers and Support Coordinators:** Any accessible OAAS regional office (see attached listing).